



Quick Reference Guide



MANAGED INFRASTRUCTURE SERVICES

Summary:

Enterprise-class Management-based services. Can include: remote support, network monitoring, reporting, asset inventory, Windows patch management and trouble ticketing.

+ Hosted Toolset

- Customer uses tools without any support hours from i2i
- Customer has own IT staff

+ Hybrid Managed Services

- Customer uses tools
- Customer has own IT staff
- i2i augments existing staff
- Multiple locations or 50+ users

+ Full Managed Services

- i2i provides all tools
- Includes a bucket of hours
- Customer doesn't have an IT staff or doesn't want to manage their own infrastructure

+ Stand-alone Managed Services

- Web monitoring and traffic management
- Managed firewalls
- Managed IDS/IPS
- Managed file archival

Pricing based on contract type



HOSTED INFRASTRUCTURE SERVICES (via i2i CHES)

Summary:

Enterprise-class Infrastructure, Desktop, Email and Collaboration, as a Service, utilizing best of breed computing solutions and the latest Microsoft technologies.

+ Infrastructure as a Service

- Hosted I.T. Computing with multiple options
- Shared platforms for small business, 1-25 users
- Dedicated platforms for mid-large business, 25 users and above
- Virtualized and dedicated hardware available

+ CRM/ERP

- Web-based solution using Microsoft Dynamics
- Multi-tenant environment
- Supports 10-250 users
- Designed to support multiple business types (lawyers, doctors, consultants, retail shops, etc.)

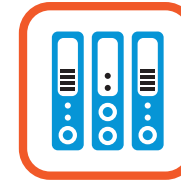
+ Desktop Portal

- Desktop as a Service for applications such as Microsoft Outlook, Word, PowerPoint, etc.
- Supports Exchange & SharePoint integration
- Remote availability 24x7x365

+ File Backup/Archival

- Off-site data replication
- Appliance-based solution
- Range from 250GB to 5TB
- Automated data replication to east and west coast data centers
- All data is encrypted in replication

Priced per company/site plus per user or per GB of storage (can include hardware and additional software costs, *additional charges apply)



Data Center CO-LOCATION (Co-Lo)

Summary:

Tier II facility with SAS70 Type II certification. Providing N+1 redundancy throughout the entire system including Power, Cooling and Bandwidth. Manned 24x7x365. Available with and without raised floors.

+ Co-Location

- Space available from 100-5000+ sq ft
- Custom suites available
- Support for single cabinet requirements
- Biometric security with camera coverage across data center floor
- Power monitoring and utility billing
- Out-of-band management network available
- Backup services
- Tape storage and handling
- Office/hot desk space available for customer technicians

+ Network Operations Center (NOC)

- Staffed 24x7x365
- Monitoring of all data center resources
- Can be paired with Managed Services
- Custom extend hands support for customer-owned equipment

Priced by square foot or per cabinet, plus power and bandwidth



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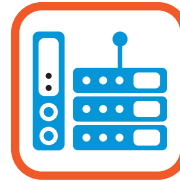


PROFESSIONAL SERVICES

Summary:

Project-based engagements that typically support Mid-Large Cap companies (\$100M+ revenue), with services available globally.

- + **Infrastructure Communications Technology (ICT)**
 - Design and planning of IT infrastructure hardware
 - Design and planning of telecommunications cabling (copper & fiber)
- + **Assessments**
 - Networks
 - Systems (LAN, WAN, CAN, wireless)
 - Process
 - Facility
- + **Program/Project Management**
 - PMP certified staff
- + **Security Management (Info. Assurance)**
 - Physical
 - Technology
 - Testing and audits
- + **Change/Configuration Management and Capacity Planning**
 - ITIL-based process/workflow
 - Tool development and deployment
 - Available as base project engagement and as a service
- + **Deployment Management**
 - Project management
 - Design
 - Rack & stack
 - Configuration and turn-up
 - Testing
 - Deployment
- + **Relocation**
 - Move planning and staging
 - Hardware relocation
 - Teardown and reconnect
- + **Staff Augmentation**
 - Surge support
 - Day-to-day support
 - Project-based support



PRODUCTS

Summary:

i2i offers a complete range of products related to IT infrastructure:

- + **Dell Force 10 Networks**
 - Layer 2-4 switches/routers
 - High density 10GbE ports
 - Full line rate performance
 - SONET transport equipment
- + **Cisco**
 - Layer 2-4 switches/routers
 - Wireless
 - Firewalls
- + **Ruckus**
 - Wireless
 - Wireless guest access systems
- + **Nexsan**
 - iSCSI/FC storage (SAS & SATA)
 - Data de-duplication
 - High cap storage arrays
- + **Array Networks**
 - Application load balancers
 - SSL accelerators
 - SSL VPN concentrators
 - Remote worker appliances
- + **MRV**
 - Out-of-Band management appliance
 - WDM/DWDM & optics
- + **Arista Networks**
 - High density 10GbE network switches
- + **HP Procurve**
 - Layer 2-4 switches/routers
 - Low cost/low performance
 - Wireless
- + **SonicWall**
 - Low cost firewalls
 - Wireless
- + **HP Proliant**
 - Servers
 - Storage
- + **Dell**
 - Servers
 - Storage (Equal Logic)
- + **EMC**
 - Storage/archival
 - Backup/recovery
 - Data de-duplication
 - VM Ware
- + **Cymphonix**
 - Web use monitoring
 - Internet traffic management
- + **Microsoft**
 - Operating systems
 - Enterprise applications (Exchange, SQL, SharePoint, Dynamics CRM)
 - Desktop applications (MS Office)
- + **Acronis**
 - System backup and recovery
 - System imaging
- + **Panda Security**
 - Antivirus
- + **Avocent**
 - IP KVM
- + **MiniCom**
 - IP KVM & Central Management consoles
- + **Baytech**
 - Intelligent power strips
- + **Citrix**
- + **XenApp/Xendesktop**
- + **Netscaler**
- + **Branch Repeater**